

# **Sharing Lessons Learned**

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# Program Definition

- Senior management endorsed through written program policy
- Purpose and objectives are defined
- Clearly linked to integrated Safety Management Program documents
- Objectives are supportive of organizational mission, policies and strategies
- Meets intent of the DOE lessons learned standard

# Program Management

- Implementation tasks are defined
- Personnel are assigned responsibilities for program tasks
- Important program interface requirements are defined
- Essential program implementation and continuous improvement milestones are defined and tracked
- Resources are defined and provided by management to achieve program objectives

# Program Processes

- Available sources are defined and frequently reviewed for relevance
- Incoming information is properly analyzed, disseminated, implemented and tracked through formal management systems
- Outgoing information is well characterized and properly summarized
- Relevant information is properly cleared for distribution, and made available to appropriate personnel
- Personnel are aware of role in identifying lessons learned as they relate to their duties

# Program Performance Measurement

- An assessment plan is developed
- Well defined performance measures are developed and establish a sound basis for program improvements
- Line management places importance on the lessons learned program and ensure adequate implementation

# Training

- Responsibilities in Site Lessons Learned Program is identified and available
- Personnel are adequately trained and knowledgeable
- Lessons learned are appropriately reviewed, and where warranted, are modified
- Utilize current lessons learned as examples where applicable
- Presented in an effective and timely manner
- Personnel are knowledgeable of information and have appropriately applied it in the performance of their duties

# Program Corrective Action Tracking

- Where corrective actions are identified, formal assignment of responsibilities and completion dates are established
- Management periodically reviews status of corrective action management and ensures program actions are adequate